

**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

*Department of Mental Health, Office of Administration, 1706 East Elm Street, P.O. Box 687, Jefferson City, MO 65102.*

**Please complete and return by June 3, 2005. Thank you for your participation.**

<b>Please circle or highlight the letter of the category below which most closely applies to you:</b>
<ul style="list-style-type: none"> <li>a. Central Office Executive Team; Central Office Management Team</li> <li>b. Central Office Fiscal/Program Manager; Fiscal Staff</li> <li>c. Other Central Office Staff</li> <li>d. DMH Facility Staff</li> <li>e. DMH Regional Staff</li> <li>f. Service Provider - ADA</li> <li>g. Service Provider - CPS</li> </ul>

<b>ADMINISTRATION OVERALL - The Department of Mental Health, Office of Administration, provides a range of administrative and financial services to help the Department achieve effective results for consumers.</b>					
(Headed by Mildred S. Glasper, Deputy Director; Admin Team - Patty Henry, Mike Clark, Randy Hodill, Joel Zemmer, Drew Henrickson, John Long and Brenda Kempker)					
<b>Please select a response to each of the questions below (circle or highlight one):</b>					
1. Provides accurate responses to inquiries	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Provides timely responses to inquiries	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
<b>Comments: (Please explain any "Strongly Disagree" response)</b>					

**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**ACCOUNTING SECTION - Handles payment to vendors and contractors for client services, Central Office expenditures, payroll, travel vouchers, and cash receipts. This section also monitors department-wide expenditures and prepares financial reports for managers. (Supervised by Mike Clark; Staff - Rick Klebba, Tricia Dusheke, and Unit Supervisors listed below)**

**A. Provider Payment Unit (Supervised by Kim Rieke; Staff - Donna Robinson, Brenda Wilkes, Brad Lehmen and Kim Wolken)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Processes client service payments in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Processes client service payments in an accurate manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**

**B. Accounts Payable/Payroll Unit (Supervised by Marcia Mahaney; Staff - Eldora Lowry, Denise Abney, Lonnie Berhorst, Lori Storms, Tracy Chouinard and Tammy Wall)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Processes Central Office vendor payments in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Resolves Central Office expense account issues in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Reviews and approves facility expense & equipment payments in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Resolves payroll issues in an accurate manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
7. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
8. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**

**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**ACCOUNTING SECTION (continued)**

**C. Analysis and Reporting Unit (Supervised by Suzanne Knaebel; Staff - Debbie Yeokum and Dave Reinkemeyer)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Communicates SAM II issues in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Communicates SAM II issues effectively	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Provides reliable, accurate, timely, and organized financial reports	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Provides assistance w/available reporting resources and technology (i.e. MOBIUS, Decision Support Reporting, DMH Data Warehouse, OA Data Warehouse)	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
7. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
8. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**


**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**BUDGET SECTION - Provides overall development and monitoring of the Department's annual operating and leasing budgets, and is responsible for the fiscal note process.**

**(Supervised by Patty Henry; Staff - Helen Zimmerman, Lisha Vandersteen, David Snider, Vicki Schollmeyer and Lorraine Tappel)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Demonstrates knowledge in the budget area	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Provides quality technical support and guidance in the budget area	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Demonstrates knowledge in the fiscal note area	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Provides quality technical assistance in the fiscal note area	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Communicates information in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
7. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
8. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
9. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**


**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**CAPITAL IMPROVEMENTS & GENERAL SERVICES SECTION** - Handles maintenance and repair of facilities, coordination of leases, and the Capital Improvements (CI) and Operational Maintenance & Repair (OM&R) budgets. The section also handles Central Office mail operations, fleet management operations, ordering supplies and reception assistance.

(Supervised by Drew Henrickson; Staff - Mike Haake, Jill Schlotto, Paula Fick, Janice Clay, Teresa Morrow-Calvin, Cherry Carrel, Tina Arney, Bob Johnson and Frank Heath)

**Please select a response to each of the questions below (circle or highlight one):**

1. Processes mail accurately	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Provides helpful fleet management assistance	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Provides supply room assistance in a helpful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Provides reception assistance to visitors and employees in a helpful and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Provides oversight to ensure high quality CI and OM&R projects	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Provides oversight to ensure CI and OM&R projects are completed in a timely fashion	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
7. Provides status reports on CI and OM&R projects in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
8. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
9. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
10. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
11. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**


**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**CONTRACTS AND PROCUREMENT SECTION - Handles client services (POS, Placement) contracts, provides technical assistance regarding the purchase of equipment and supplies, and serves as liaison between the Department of Mental Health and the state purchasing agency.**

**(Supervised by John Long; Staff - Bob Tyree, Tim Karle and David Harris)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Processes client services contracts in a timely manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Provides quality technical support and guidance	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain any "Strongly Disagree" response)**


**Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey**

**REIMBURSEMENT SECTION - Works with state facilities on billings and collections for third party payers for client services, Medicaid/Medicare cost reports, the Standard Means Test, and the Debt Offset (Tax Intercept) Program. The section also researches and develops revenue maximization strategies.**

**(Supervised by Randy Hodill; Staff - Joel Zemmer, Barbara Hall, Karen Wieberg, Jeff Meers, Doris Barnett, Gail Kempker and Marilyn Dayton)**

**Please select a response to each of the questions below (circle or highlight one):**

1. Provides quality technical assistance on Reimbursement issues	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
2. Provides adequate training on Reimbursement issues	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
3. Provides quality technical assistance on cost reports	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
4. Provides adequate training on cost reports	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
5. Provides quality technical assistance on Medicaid, Medicare, and other revenue issues	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
6. Provides valuable consultation for revenue maximization project research, project development, and implementation	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
7. Interacts with customers in a responsive and respectful manner	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
8. Demonstrates expertise and professionalism	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
9. Continues to focus on increasing efficiency and improving business practices	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience
10. Provides quality customer service	Strongly Agree	Agree	Disagree	Strongly Disagree	Did Not Experience

**Comments: (Please explain and "Strongly Disagree" response)**


Department of Mental Health - Office of Administration  
Calendar Year 2004 Satisfaction Survey

Since we want to do the best job possible in serving you, what do we need to do to meet or exceed your expectations?

**ADDITIONAL COMMENTS:** Please list section and question number, if applicable.

Your name and phone number (optional):

Thank you for your time and input in completing the 2004 Department of Mental Health, Office of Administration Satisfaction Survey.